

## IAH AT HOME VOLUNTEER TASK DESCRIPTIONS

### **Transportation Assistant**

#### **Job Purpose and Objectives:**

A Transportation Assistant will provide rides to and/or from an appointment, an event or other destination needed by an IAH member. The purpose is to get the member to his or her destination in a safe, comfortable and timely manner. Such assistance is intended to prevent additional stress for a member who is not able to drive in such circumstances.

A Transportation Assistant will need to have a valid driver's license and proof of automobile liability insurance. The vehicle to be used needs to be in good working order and should be of sufficient size to ensure a comfortable trip for the passenger.

A Transportation Assistant will be responsible for gas for the drive. Parking fees should be paid by the member.

In some situations, the Transportation Assistant may remain with the member until the appointment is concluded. An example would be a medical appointment.

In other situations, the Transportation Assistant may actually be taking a member to do errands, such as grocery shopping. It may be appropriate for the Assistant to accompany the member into the store to help with the shopping, etc.

#### **Time Commitment:**

Most requests for transportation should be able to be accomplished in two hours. It is anticipated that exceptions to this will be known before the volunteer accepts the transportation assignment.

---

### **Friendly Visitor**

#### **Job Purpose and Objectives:**

A Friendly Visitor will provide special attention for neighbors, primarily for those IAH members who live alone. Visits include daily check-in's by phone, text, or e-mail to ensure that all is well at the beginning of a new day; reassurance visits to provide some companionship for a short chat, to play a game, to read aloud to the member, or accompany him or her on a walk; and, accompanying a member to an IAH social or educational activity. A visit might also involve taking a meal to a member. The purpose of these visits is to make certain the member is safe and well and that he or she is not spending too much time alone and isolated. Such assistance is intended to prevent additional stress for a member who lives alone and possibly has concerns about some circumstances in his or her life.

A Friendly Visitor should be people-oriented and have the patience and willingness to listen to the member. The Visitor may suggest activities the member would enjoy that could be shared in the member's home or when, appropriate, even involve an outing.

A Visitor will be an important connection between a member and the IAH office and/or the member's family and friends. The Visitor should report any irregularities to the IAH office.

**Time Commitment:**

Most requests for friendly visits should involve no more than two hours of time once a week. The daily check-in's will involve ten to fifteen minutes on each assigned day. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

---

**Household Chores Assistant**

**Job Purpose and Objectives:**

A Household Chore Assistant will provide practical in-home help for members who need assistance with accomplishing routine needs. Examples of such chores include changing light bulbs or smoke alarm batteries, taking out trash and recycling, putting things in storage, helping with laundry, changing linens, etc. Other Assistants might help with tasks that need some handyperson skills and strength, such as moving furniture, hanging pictures, fixing a broken latch on a gate, etc. Still others might assist with light yard work, such as raking leaves, watering plants, sweeping a patio, etc.

Another category of Household Chore Assistant includes running routine errands for a member when the member is not able to take care of these needs. Such errands include picking up a prescription, mailing a package or letter, grocery shopping, going to the dry cleaners, etc.

Another category includes emergency pet assistance, including caring for a pet for a few hours until other arrangements can be made, taking the animal to the vet or the groomer.

Having a volunteer be available to do any of these regular chores will enable the member to continue to live in his or her home without worries about housekeeping needs. This type of assistance is a real priority for an effective I'On At Home organization.

A Household Chores Assistant should be people-oriented and have the patience and willingness to listen and understand exactly what the member is asking to be done. When the chore is completed, the Assistant should make certain the member is satisfied. The Assistant should be comfortable with managing routine tasks. If any materials or parts are needed, such as picture hangers, the member is responsible for providing these items.

**Time Commitment:**

Most requests for household chores assistance should involve no more than two hours of time. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

---

**Technology Assistant****Job Purpose and Objectives:**

A Technology Assistant will assist I'On At Home members with basic needs related to cell phones, tablets, computers and televisions. This assistance will be basic in nature and would include helping program a new cell phone, giving instructions on using a tablet or a feature of a computer, helping to set up and program a new television, etc. The Assistants will not be professionals, only volunteers well experienced in managing consumer technology devices. If the member's needs are not able to be accomplished by an Assistant, referrals to professional service providers will be available.

A Technology Assistant will be able to provide back-up instructions on the use of new devices, after a device has been purchased, and will be available to help a member more than once if comprehending what using a new device entails. An Assistant may not be able to trouble-shoot a situation when something is not working, but depending on the issue, there may be an Assistant who could try to manage this. An Assistant may also be able to offer advice about purchases.

In this electronic age, it is important to have anyone who wishes to use a cell phone or a computer or even a new TV understand how it should be operated and maintained. Electronics can be a source of much frustration, and the intention is for Technology Assistants to help a member avoid that circumstance.

A Technology Assistant should be people-oriented and have the patience and willingness to listen and understand exactly what the member is having trouble with in using a device. When the task is completed, the Assistant should make certain the member is satisfied. The Assistant should be comfortable with managing routine technology tasks. If any materials or parts are needed, the member is responsible for providing these items.

**Time Commitment:**

Most requests for technology assistance should involve no more than two hours of time. It is anticipated that exceptions to this will be known before the volunteer accepts the assignment.

---

**IAH Support – Programs and Events Assistant****Job Purpose and Objectives:**

A Programs and Events Assistant will be called upon to lead or assist with regularly scheduled interest groups, such as book clubs, exercise classes, lecture series, etc., or special events. Duties to be performed include setting up and cleaning up, greeting guests, helping with handouts and refreshments and other tasks related to the specific event.

A Programs and Events Assistant may also help plan and/or coordinate a social event, such as a visit to an art gallery or museum, a restaurant outing, etc. The Assistant may help with logistics, such as transportation and reservations or tickets, and also accompany members on such activities.

**Time Commitment:**

Most Programs and Events needs should involve no more than two hours of time at a time. If serving on a planning committee, the time commitment will be ongoing, either until a specific event has occurred or continuing as events are planned for a period of time (*for example, six months or a year*).

**IAH Support – Planning and Governance**

**Job Purpose and Objectives:**

An IAH volunteer who is interested in planning for the future of the organization and values the concept of sound management, including ensuring that nonprofit best practices are adhered to, may wish to be involved with the Board of Directors or with a Board Committee. Board members are elected annually for a three year term. Elections occur in December at the I'On At Home Annual Meeting.

There is also the opportunity of working on a Board Committee. Currently, the Board functions with these committees: Finance, Marketing and Communication, Membership, Programs and Services, and Volunteers. There is also an Executive Committee which is composed of the officers of the Board and one additional at-large Board member.

From time to time, the Board may choose to form an ad hoc committee or a task force for a specific project. These groups would benefit from having volunteers whose skills and experience support the mission of such a committee or task force.

Excellent leadership by the Board and Board Committees is essential to the on-going success of IAH.

**Time Commitment:**

Service on the Board or a Board Committee will involve monthly meetings that last one to two hours, and some work between meetings related to the function of the Board or the committee.

**IAH Support – Administrative Assistant**

There are three primary areas in which volunteers may provide administrative assistance to I'On At Home. These are: being a Call Manager, helping with data management and communications, and helping with fundraising and development.

#### Call Manager

Volunteers commit to working at an assigned time for several hours each week to handle administrative duties. These duties relate to handling the IAH phone and managing website communication. While IAH is not intended to be a 24/7 organization, there will be specific office hours on weekdays. It is vital that someone be on duty to handle communication from members and volunteers as well as work with posting members' service requests and coordinating the assignment of volunteers to fill the requests. This work can be done from the volunteer's home. Time commitment would be three to four hours per shift.

#### Data Management and Communication Assistant

IAH will need regular maintenance of data on Helpful Village, which is the computer program used to track members, volunteers, vendors, community contacts, a calendar of programs and events, etc. Volunteers who are experienced and comfortable with doing this type of computer work will be very helpful in keeping data up-to-date. This work can be done from the volunteer's home since the computer program is on-line. Time commitment would be three hours at least twice a month and as needed for special help.

#### Fundraising and Development Assistant

IAH is a business, and as such, it will have expenses in its operation. Membership fees will cover a portion of the annual budget but not all costs. Therefore, a Fundraising Committee will be formed to strategize on other ways to raise money. To be considered are special events, grants, solicitation of area businesses as well as contributions from I'On residents who do not choose to be members of IAH. This responsibility will be extremely important to the future of the organization. Time commitment would be several hours a month, including meetings and follow-up assignments which could usually be done on a flexible schedule.